

# Withholding Return and Payment System (WRAPS)

**DOR User Guide** 

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## Withholding Return and Payment System (WRAPS) 2015

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## Overview

The Withholding Return and Payment System provides the taxpayers of the Commonwealth, the ability to file their Withholding K-1 and K-3 returns online. Taxpayers will be able to file returns, view previously online filed returns, amend returns, request refunds and credit forwards as well as the ability to access the Enterprise Electronic Payment System for paying Withholding Tax Due.

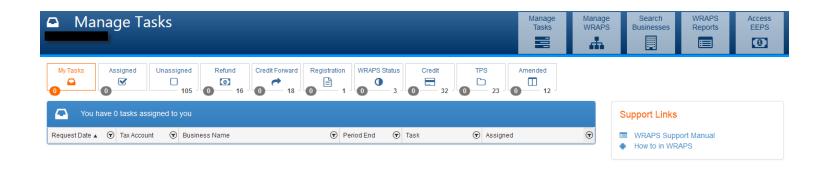
This User Manual is being provided as a guide to working with the system and can be used as a quick reference guide for frequently asked questions.

Please review the table of contents for quick access to necessary information.

# Manage Tasks

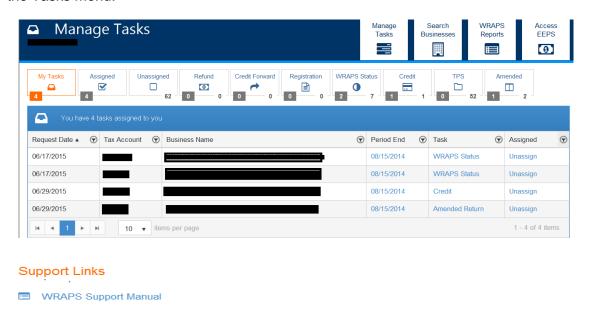
#### Tasks in WRAPS

To access Tasks in WRAPS, go to the WRAPS Intranet site (DOR.WRAPS.KY.GOV) and click on the "Manage Tasks" tile.



## **My Tasks**

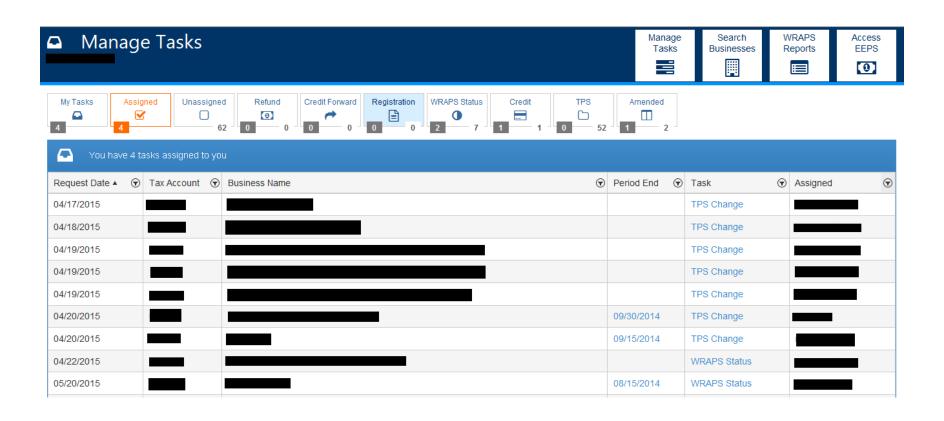
To view all tasks that the user currently has assigned to them, they will need to click the "My Tasks" tab from the Tasks menu.



Note: The numbers displayed on the task tab indicate the number of tasks assigned to the user (left) and the total number of tasks unassigned/available (right).

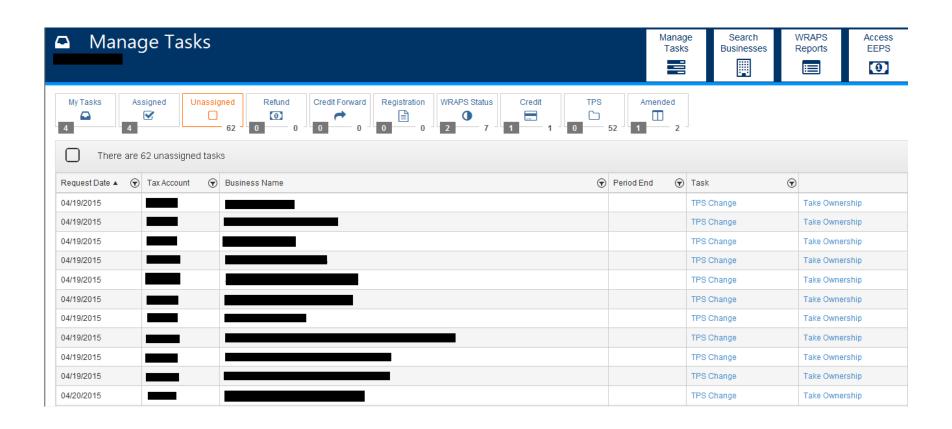
## **Assigned**

To view all tasks that are currently assigned to other users, the user will need to click the "Assigned" tab from the Tasks menu.



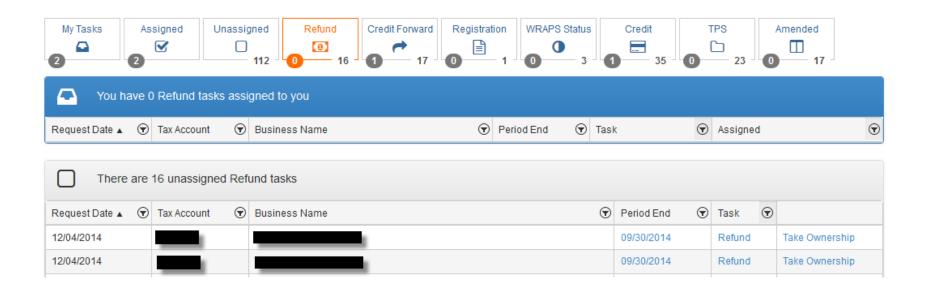
## **Unassigned**

To view all tasks that are currently not assigned to any user, the user will need to click the "Unassigned" tab from the Tasks menu.

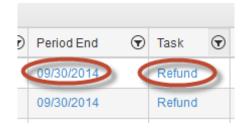


#### Refund

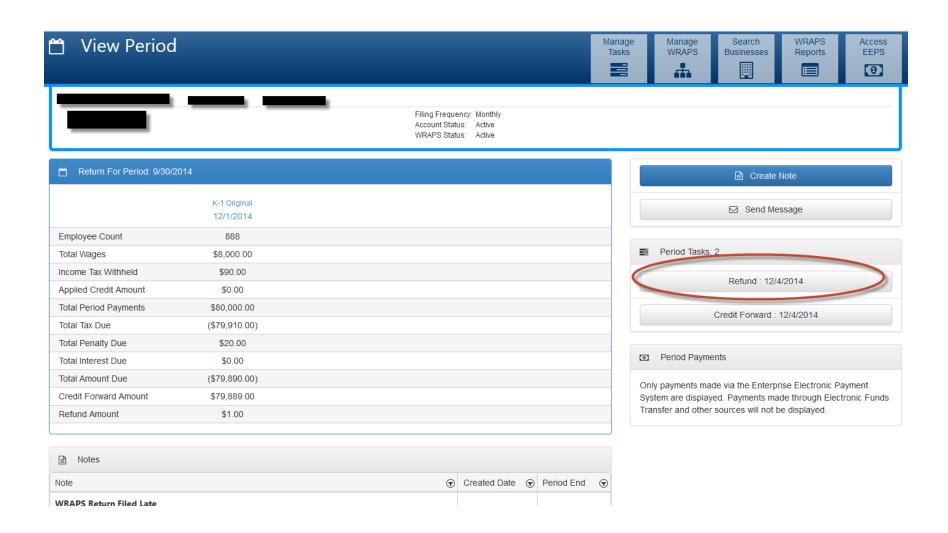
To view the refund tasks assigned to the user and not assigned to any user, the user will need to click the "Refund" tab from the Tasks menu.



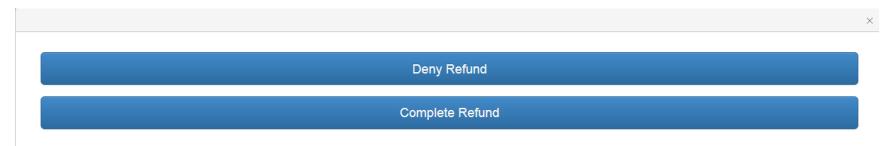
To work the task, the user will need to take ownership and click on the Period End date link or the Task link.



Clicking on the Period End date link or the Task link will take the user to the period screen, where the task can be worked.



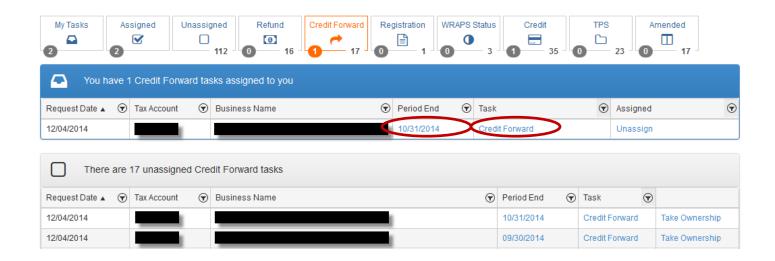
The user will then need to click the Refund button and choose to "Deny" or "Complete" the refund.



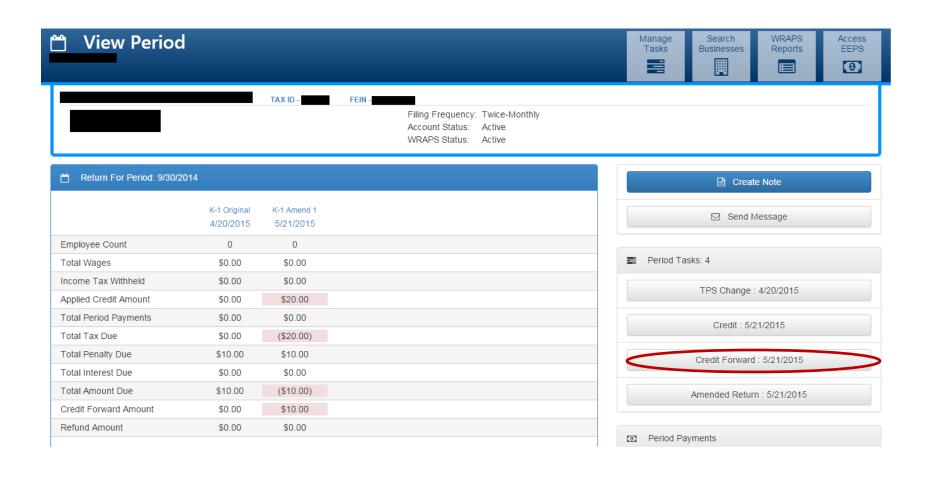
#### **Credit Forward**

To view the credit forward tasks assigned to the user and not assigned to any user, the user will need to click the "Credit Forward" tab from the Tasks menu.

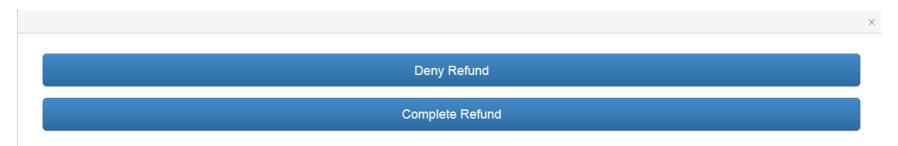
To work the task, the user will need to take ownership and click on the Period End date link or the Task link.



Clicking on the Period End date link or the Task link will take the user to the period screen, where the task can be worked.

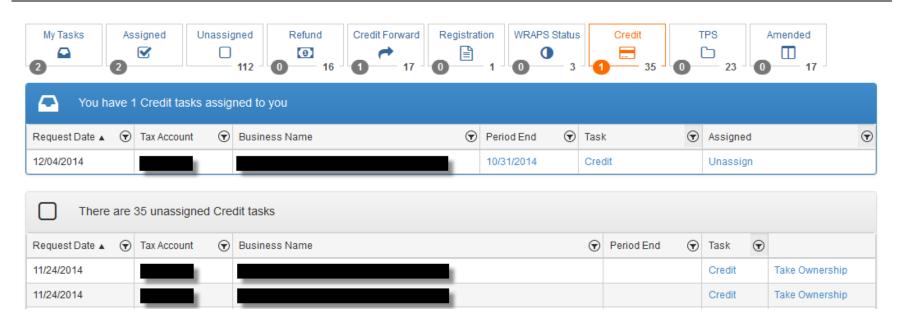


The user will then need to click the Credit Forward button and choose to "Deny" or "Complete" the credit forward.



#### **Credit**

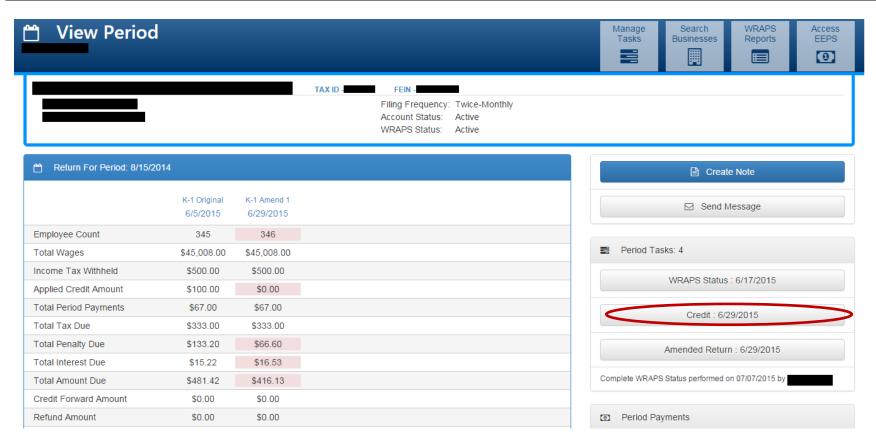
To view the credit tasks assigned to the user and not assigned to any user, the user will need to click the "Credit" tab from the Tasks menu.



To work the task, the user will need to take ownership and click on the Period End date link or the Task link.



Clicking on the Period End date link or the Task link will take the user to the period screen, where the task can be worked

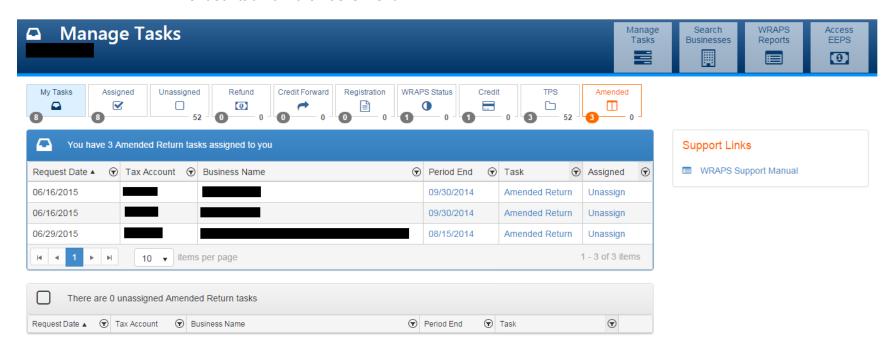


The user will then need to click the Credit button and choose to "Deny" or "Complete" the credit.

Deny Credit
Complete Credit

#### **Amended**

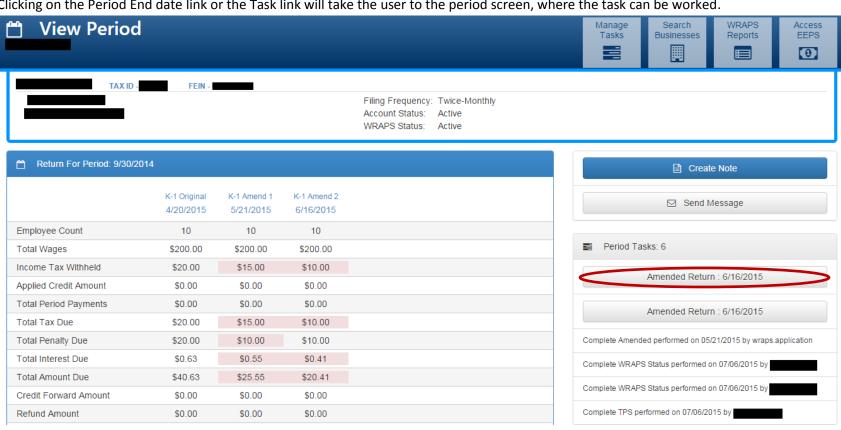
To view the amended tasks assigned to the user and not assigned to any user, the user will need to click the "Amended" tab from the Tasks Menu.



To work the task, the user will need to take ownership and click on the Period End date link or the Task link.



Clicking on the Period End date link or the Task link will take the user to the period screen, where the task can be worked.



The user will then need to click the Amend Return button and choose to "Complete Amended".

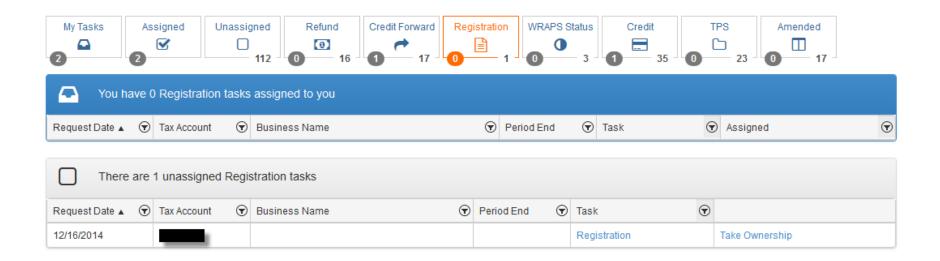
Are you sure you want to complete this Amended task?	
Steps that will be taken	
1. A task to review an amended return with a positive total amount due has been completed.	
Optional Note	
	E:.
o Cancel	✓ Complete Amended

## Registration

To view the registration tasks assigned to the user and not assigned to any user, the user will need to click the "Registration" tab from the Tasks menu.

#### **Note**

The registration tasks will not have a Business Name associated with it as the user was unable to provide the correct Business Name.



To work the task, the user will need to take ownership and click on the Task link.



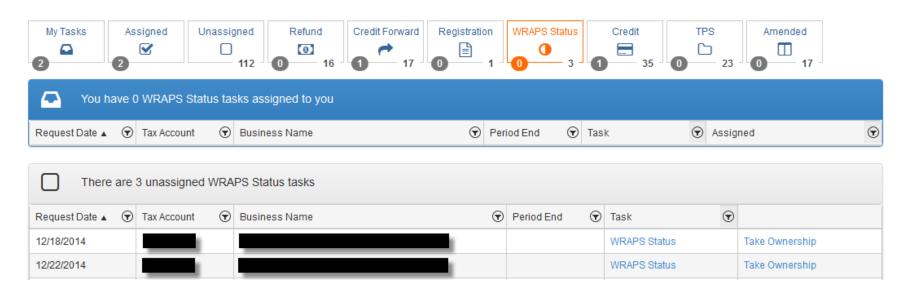
The user will then have the ability to view the Tax Account Number and Business Name and/or FEIN entered by the user attempting to register the business as well as all matches to the Tax Account Number and FEIN. The user will select the business to be registered or deny the registration.



#### **Deny Registration**

#### **WRAPS Status**

To view the WRAPS status tasks assigned to the user and not assigned to any user, the user will need to click the "WRAPS Status" tab from the Tasks menu.



To work the task, the user will need to take ownership and click on the Task link.

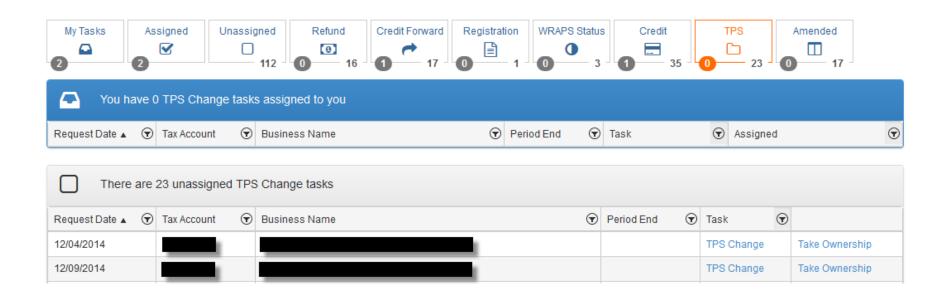


#### To complete the task, the user will need to click "Complete WRAPS Status."

Are you sure you want to complete this WRAPS Status request?	
Steps that will be taken	
The request to change a withtholding accounts WRAPS Status has been completed.	
Optional Note	
<b>5</b> Cancel	✓ Complete WRAPS Status

#### **TPS**

To view the TPS tasks assigned to the user and not assigned to any user, the user will need to click the "TPS" tab from the Tasks menu.



To work the task, the user will need to take ownership and click on the Task link.



After the user has removed the Business from TPS and EFT, click "Complete TPS."

are you sure you want to com	nlete the TPS request?			
	piete the Tro requests			
teps that will be taken				
1. The TPS task will be clos	ed and removed from your task list.			
ptional Note				
<b>5</b> Cancel			✓ Complete TPS	
			·	

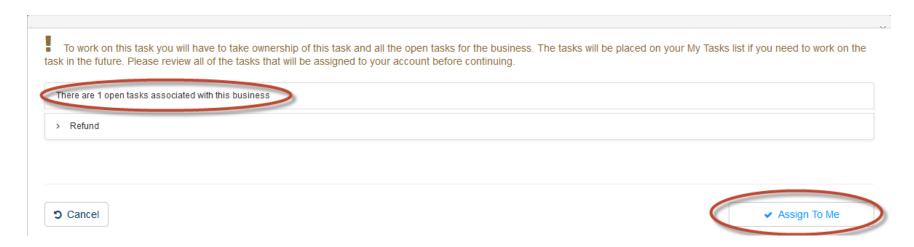
#### **Task Actions**

#### **Take Ownership**

To take ownership of any task, go to an unassigned section under any tab (except for "My Tasks" or "Assigned Tasks" tabs. The unassigned section will have a light gray header. Then click "Take Ownership."



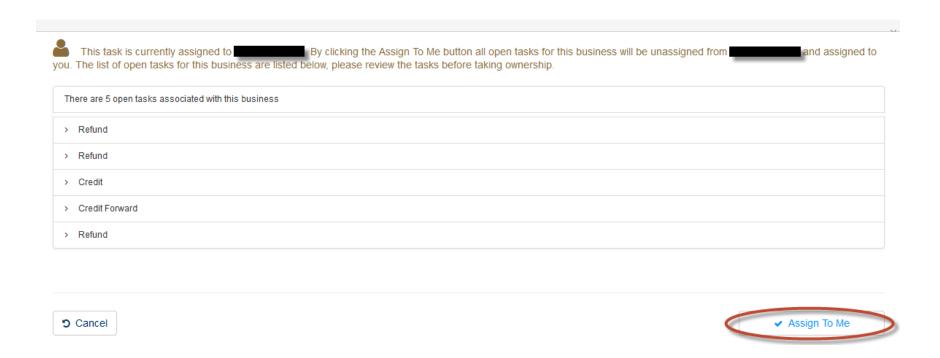
Next, the user will be presented with all tasks associated with the Business. To take ownership, the user will need to click, "Assign To me."



To take ownership of a task another user is working; the user will need to click the User ID link under the assigned column in the Assigned Task tab.

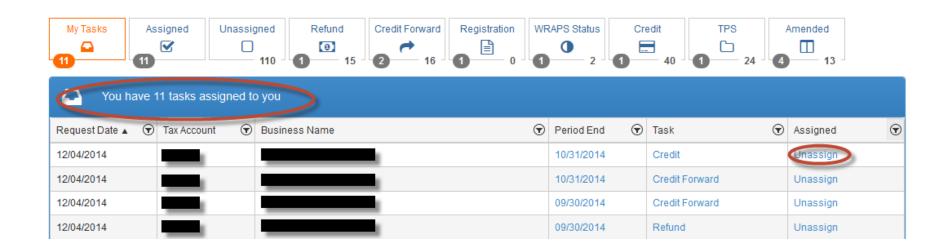


The user will then be presented with a confirmation screen which will display all tasks the user will be assigned if they choose to continue. To be assigned the task, the user will need to click, "Assign To Me."



## **Unassign Task**

In order for a user to unassign or remove their own task from their queue, the user will need to go to their assigned task tab or section under any tab. The "my task" section will be in blue. The user will then need to click the "Unassign" link.



The user will then be presented with all tasks associated with the Business and will need to click "Unassign Task."

This task is currently assigned to you. You can unassign this task from yourself by click and removed from your task list.	king the Unassign Task button below. The task will be placed into the Unassigned Task list
There are 2 open tasks associated with this business	
> Credit	
> Credit Forward	
Cancel C	✓ Unassign Task

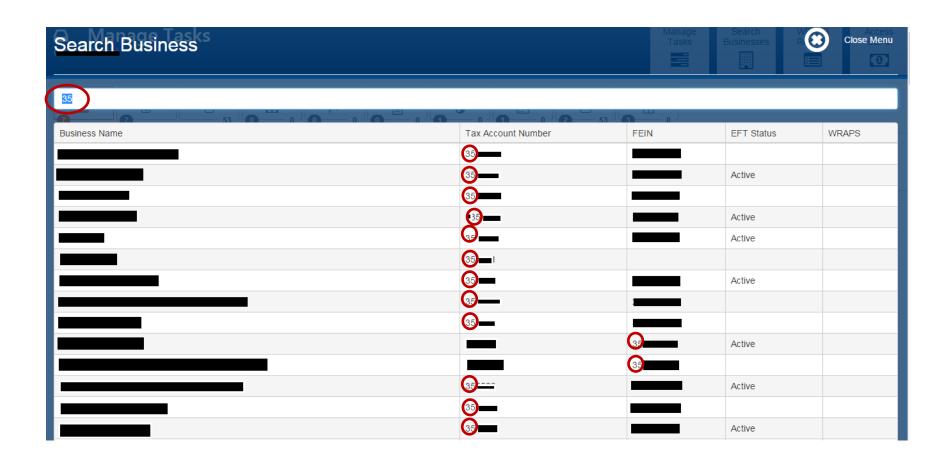
# Search Businesses

## **Search Functionality in WRAPS**

To search for a Business registered for Withholding Tax, the user will need to click the "Search Businesses" tab:



The user will then need to enter a Withholding Tax Account Number, Business Name or FEIN the DOR User should use the tab key or use their cursor to click in the blue portion of the screen to view the search results. The search results returned will be for all matches to the information entered.



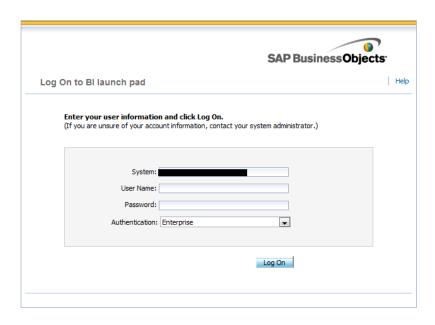
# WRAPS Reports

## **Launch Reports**

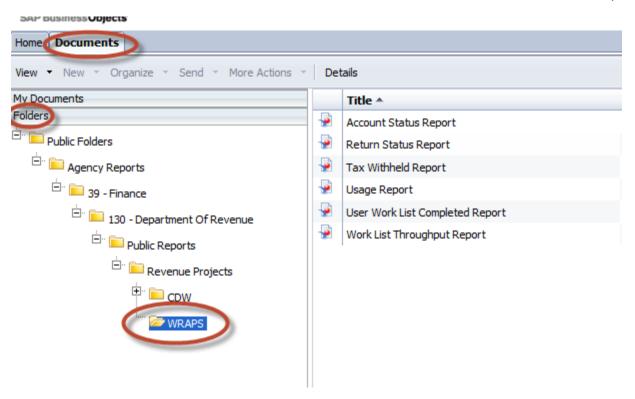
To view WRAPS Reports, the user will need to click the "WRAPS Reports" tab:



A new tab will open and the user will need to enter their User Name and Password for the BI Reports tool and click "Log On":



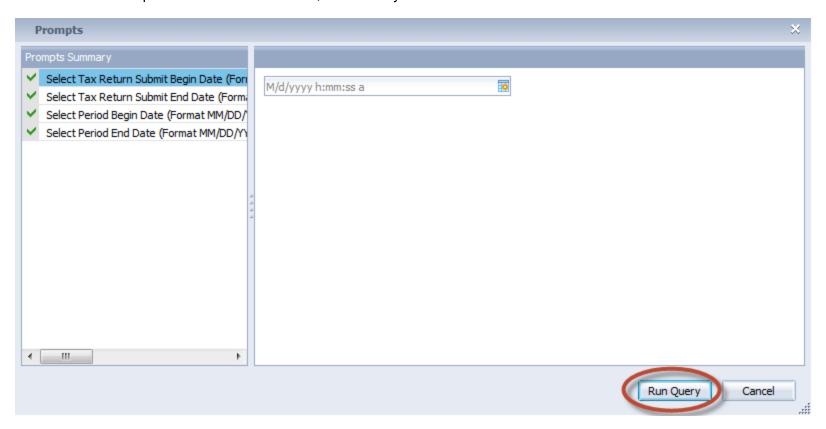
The user will need to choose "Documents → Folders → WRAPS," then double click on the report.



## **Report Types**

## **Account Status Report**

Each report will start with a prompt for dates for running the report. The user will need to enter the minimally required information and click, "Run Query."



After clicking "Run Query," the report results will be displayed to the user.



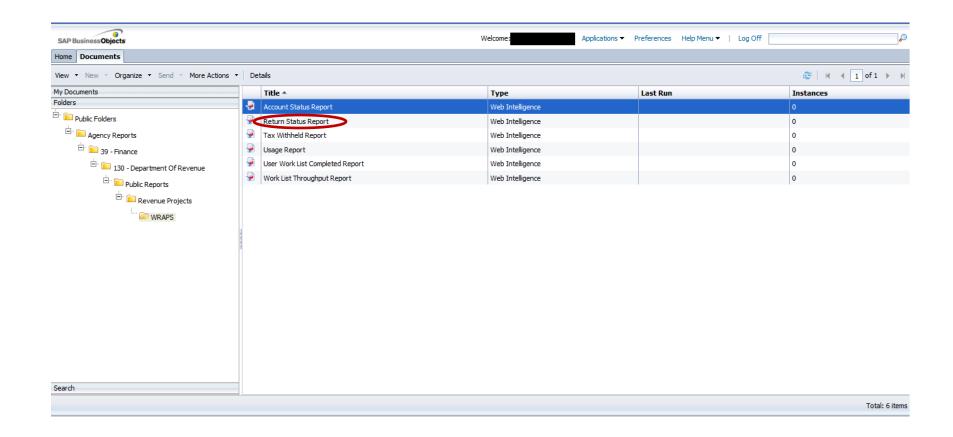
## **Kentucky Department of Revenue** Withholding Tax Branch **WRAPS Account Status Report**

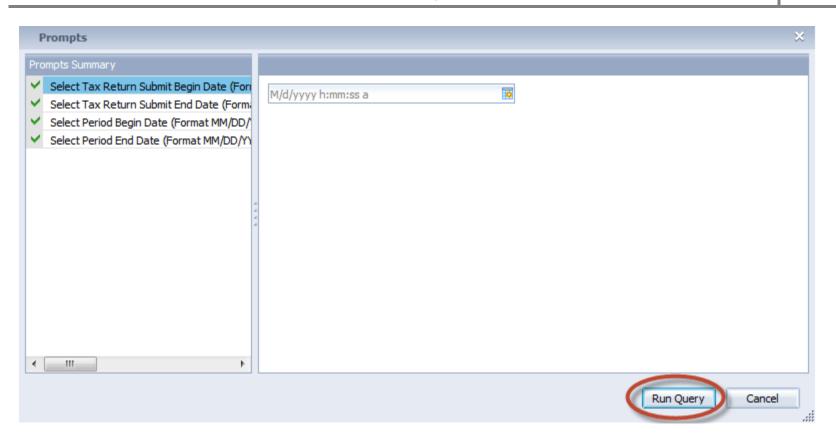
Report Refresh Date: 12/30/2014

FILING FREQUENCY	TOTAL NUMBER OF BUSINESSES REGISTERED IN WRAPS	ACTIVE BUSINESSES	INACTIVE BUSINESSES	
Annual	112	112	0	
Quarterly	114	111	3	
Monthly	137	136	1	
Twice-Monthly	178	173	5	
Total:	541	532	9	

#### **Return Status Report**

Each report will start with a prompt for dates for running the report. The user will need to enter the minimally required information and click, "Run Query."





After clicking "Run Query," the report results will be displayed to the user.



#### Kentucky Department of Revenue Withholding Tax Branch **WRAPS Return Status Report**

Report Refresh Date: 12/3

**Submitted Begin Date:** 

Submitted End Date:

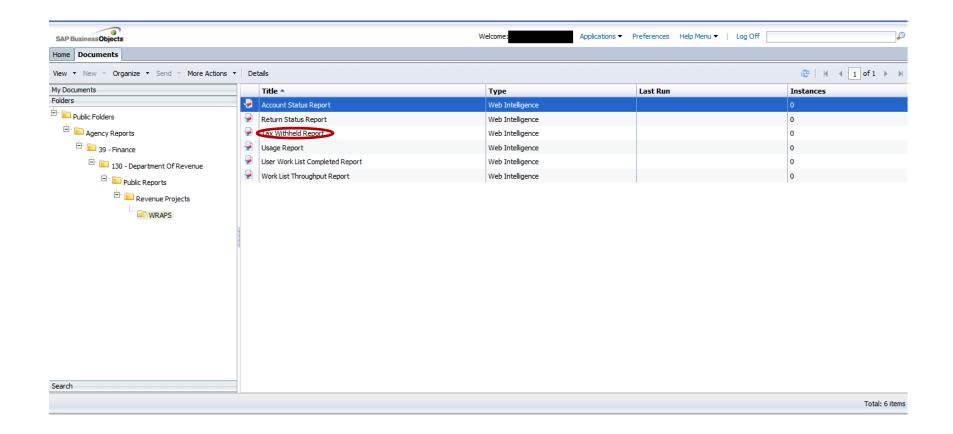
Period Begin Date:

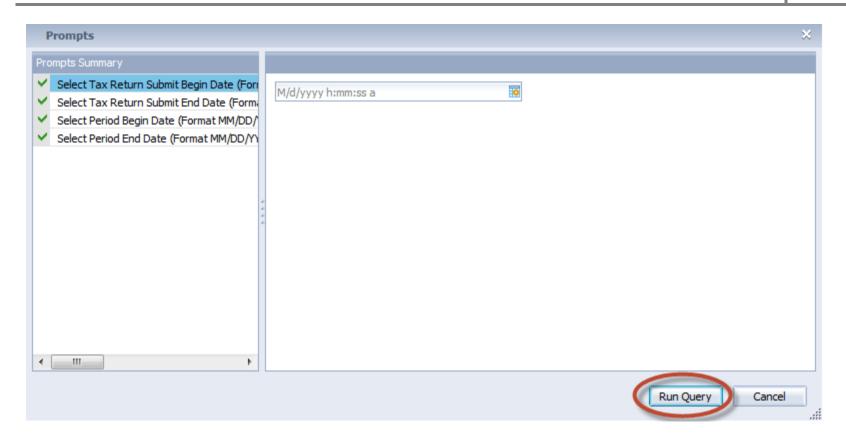
Period End Date:

FILING FREQUENCY	TOTAL RETURNS FILED	ORIGINAL RETURNS FILED	AMENDED RETURNS FILED	
Annual	62	50	12	
Quarterly	47	42	5	
Monthly	149	117	32	
Twice-Monthly	314	275	39	
Total:	572	484	88	

#### **Tax Withheld Report**

Each report will start with a prompt for dates for running the report. The user will need to enter the minimally required information and click, "Run Query."





After clicking "Run Query," the report results will be displayed to the user.



#### Kentucky Department of Revenue Withholding Tax Branch **WRAPS Tax Withheld Report**

**Submitted Begin Date:** 

**Submitted End Date:** 

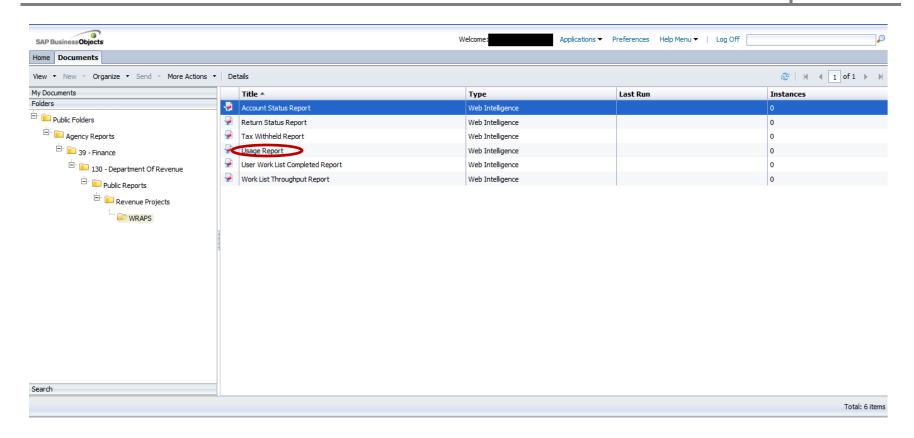
Period Begin Date:

Period End Date:

FILING FREQUENCY	INCOME TAX WITHHELD			
Annual	2,236,575.85			
Quarterly	25,246,087.54			
Monthly	176,072,822.98			
Twice-Monthly	522,728,774.64			
Total:	726,284,261.01			

#### **Usage Report**

Each report will start with a prompt for dates for running the report. The user will need to enter the minimally required information and click, "Run Query."



After clicking "Run Query," the report results will be displayed to the user.



#### Kentucky Department of Revenue Withholding Tax Branch WRAPS Usage Report

Report Refresh Date: 12

Period Begin Date: Period End Date:

Active Filers

FILING FREQUENCY	BUSINSSES CURRENTLY FILING IN VVRAPS	AT LEAST ONE WRAPS RETURN HAS BEEN FILED	NO VVRAP S RETURN Has been filed
Annual	41	41	0
Quarterly	29	29	0
Monthly	72	72	0
Twice-Monthly	79	79	0
Total:	221	221	0

#### Inactive Filers

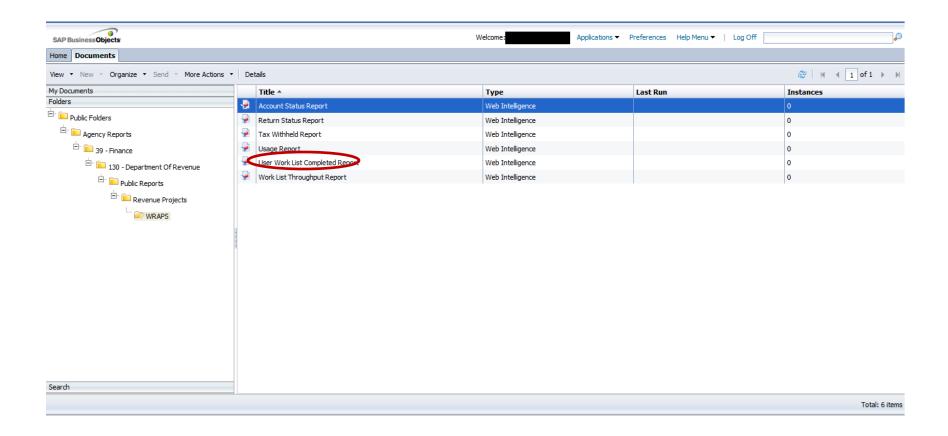
FILING FREQUENCY	BUSINSSES CURRENTLY FILING IN VVRAPS	AT LEAST ONE WRAPS RETURN HAS BEEN FILED	NO WRAP & RETURN HAS BEEN FILED
Annual	0	0	0
Quarterly	1	1	0
Monthly	1	1	0
Twice-Monthly	3	3	0
Total:	5	5	0

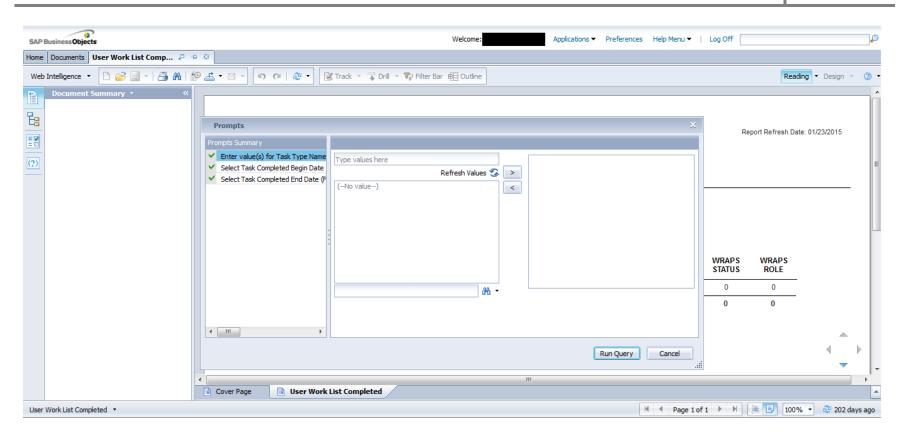
#### Active and Inactive Filers

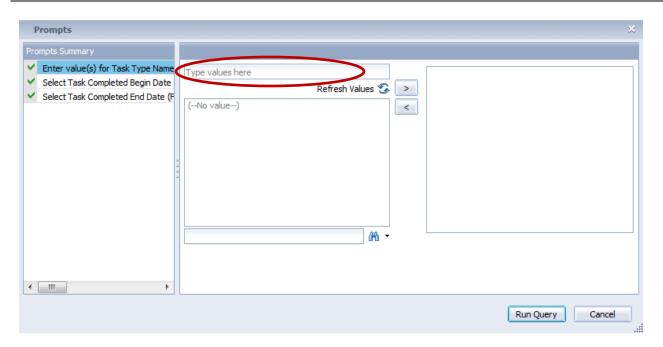
FILING FREQUENCY	BUSINS SES Currently filing in V/RAP S	AT LEAST ONE WRAPS RETURN HAS BEEN FILED	NO VVRAP S RETURN HAS BEEN FILED	
Annual	41	41	0	
Quarterly	30	30	0	
Monthly	73	73	0	
Twice-Monthly	82	82	0	
Total:	226	226	0	

#### **User Work List Completed Report**

Each report will start with a prompt for dates for running the report. The user will need to enter the minimally required information and click, "Run Query."







The User needs to enter the values and click "Run Query," the report results will be displayed to the user.



#### Kentucky Department of Revenue Withholding Tax Branch

WRAPS User Work List Completed Report

Report Refresh Date: 12/31/2014

Task Complete Begin Date:

Task Complete End Date:

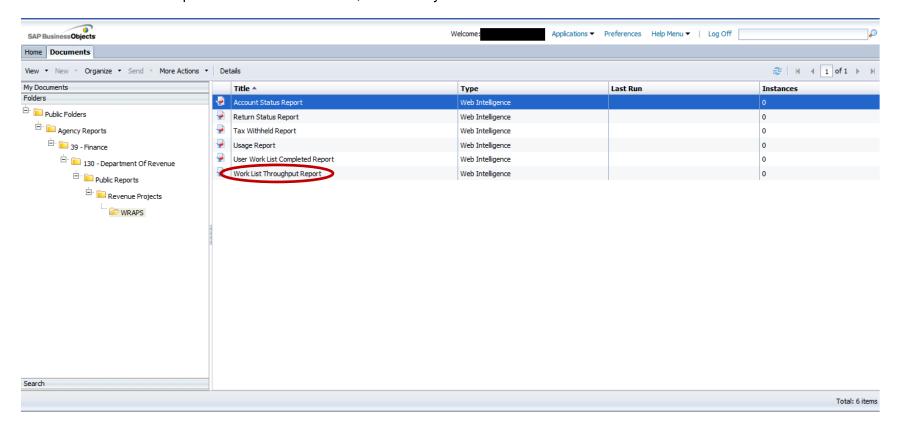
Task Type:

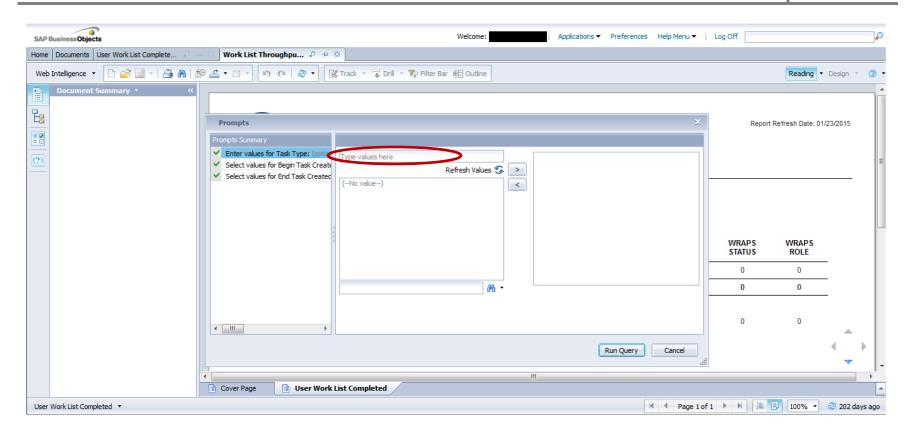
USER		ALL TASKS	REFUND	CREDIT FORWARDED	CREDIT	TPS CHANGE	REGISTRATION	AMENDED RETURN	WRAPS STATUS	WRAPS ROLE
user 1		48	0	0	0	32	13	0	0	3
user 2		7	0	0	0	7	0	0	0	0
user 3		22	0	0	0	11	5	0	1	5
user 4		65	0	0	0	50	8	0	2	5
user 5		46	0	0	0	38	0	0	4	4
user 6		4	0	0	0	4	0	0	0	0
user 7		4	0	0	0	1	2	0	0	1
user 8		3	0	0	0	0	0	0	0	3
user 9		57	0	0	0	18	22	0	5	12
user 10		5	0	0	0	4	1	0	0	0
user 11		67	0	0	0	39	8	0	7	13
user 12		2	0	0	0	2	0	0	0	0
user 13		138	42	33	42	0	0	21	0	0
	Total:	468	42	33	42	206	59	21	19	46



#### **Work List Throughput Report**

Each report will start with a prompt for dates for running the report. The user will need to enter the minimally required information and click, "Run Query."





The user needs to enter the value and click "Run Query," the report results will be displayed to the user.



#### **Kentucky Department of Revenue** Withholding Tax Branch **WRAPS Work List Completed Report**

Report Refresh Date: 12/31/2014

Task Created Begin Date: Task Created End Date:

Task Type:

	ALL TASKS	REFUND	CREDIT FORWARDED	CREDIT	TPS CHANGE	REGISTRATION	AMENDED RETURN	WRAPS STATUS	WRAPS ROLE
Task Completed	468	42	33	42	206	59	21	19	46
Task Pending	159	19	28	47	27	1	29	4	4
Total:	627	61	61	89	233	60	50	50	50
Average Minutes to Complete	3,926	7,628	7,022	8,375	2,959	1,095	5,034	4,609	1,438

# Access EEPS

### **View EEPS Payments**

To view EEPS Payments, the user will need to click the "Access EEPS" tab:



The user will then be routed to the Enterprise Electronic Payment System (EEPS) site. The following user guide covers the EEPS Intranet functionality.

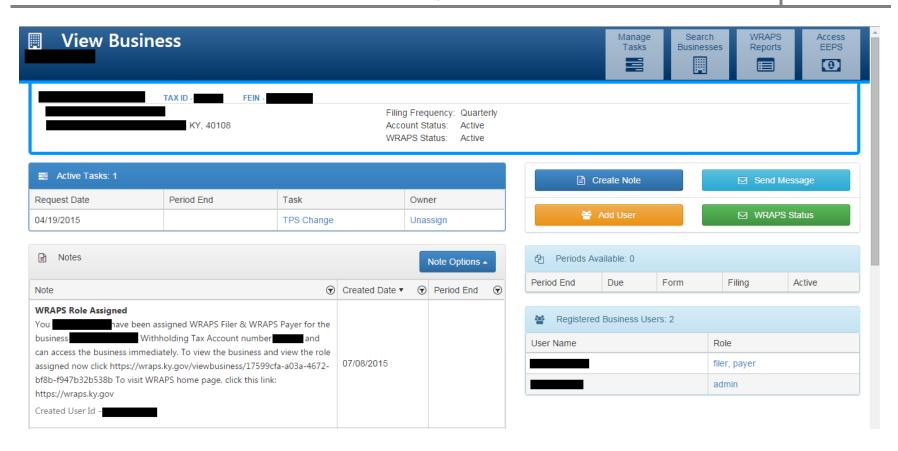
**EEPS Intranet User Guide** 

# **Business View**

### **Accessing a Business View in WRAPS**

To access a business page in the WRAPS Intranet system, the user will need to click on any Business Name link. These links can be found in the Task tabs, Period Screens and in the Search Business result page.

The Business View allows the user to do the following: view and work pending tasks for the Business, the option to create a custom note, send a message/email to the users associated with the Business and add users to the Business, view all periods that were made available online for the business, view users associated with the Business and view all notes for the business.

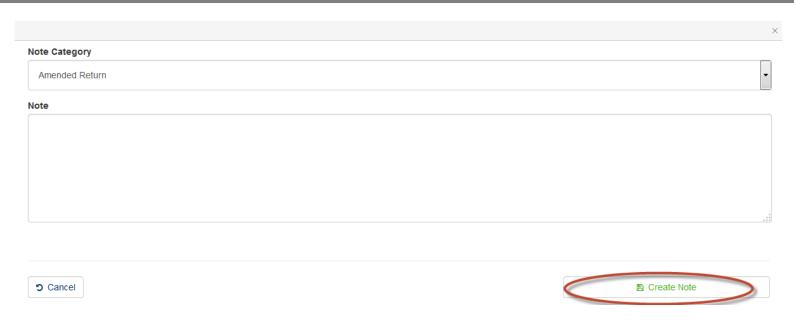


#### **Create Note**

Notes are placed on the Business and Period screens automatically when any action for that Business is taken. However, the user has an option to add a custom note by clicking "Create Note" on the Business View page.



The user will need to select the Note Category and the body of the Note, and then click "Create Note."

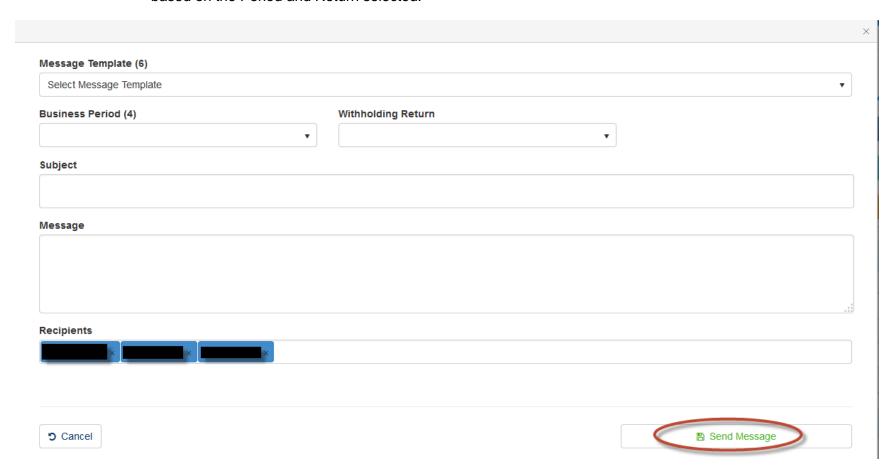


# **Send Message**

To send an email message to users associated with the account, the user will need to click "Send Message" from the Business View page.



The user will then have the option to choose the Message Template, Business Period, Withholding Return and recipients (all users associated with the business will be displayed). The subject and Message will be prefilled based on the Period and Return selected.



# **User Management**

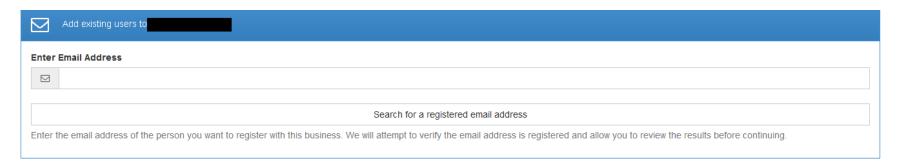
#### **Add User**

To add users to the Business Account, the DOR user will need to click "Add User" from the Business View page.

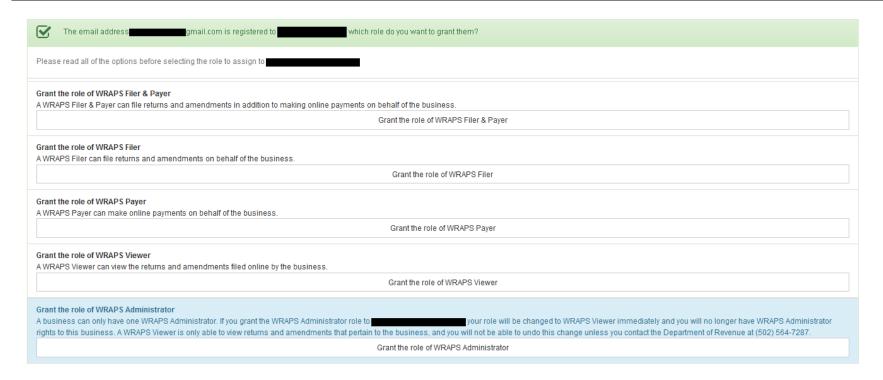


To add users to the Business Account, the DOR user will need to click "Add User" from the Business View page.

The DOR user will then need to enter the email address that is associated with a user registered with One Stop and click 'Search for a registered email address.

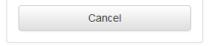


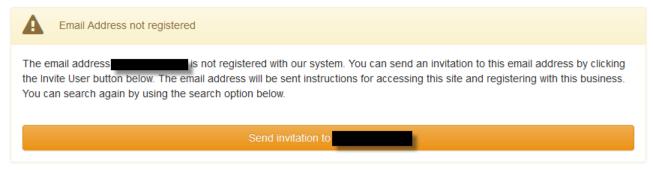
If the user is registered with One Stop, the DOR user will be presented with the option to grant the user with a role of Filer, Payer, Viewer or Administrator. The user may also be given Filer & Payer access.



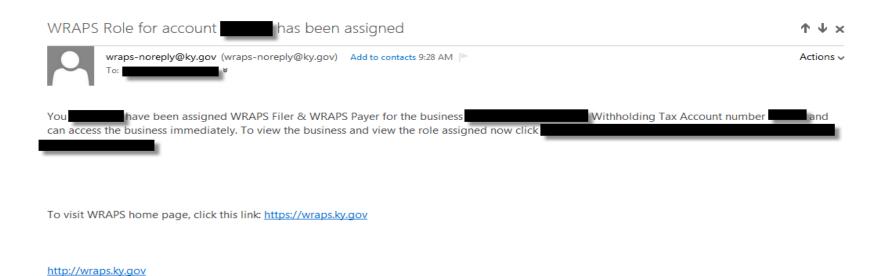
#### **Inviting Users**

If the user is not registered with One Stop, the DOR user will be presented with the option to send the user an invitation to create a user account. To send the invitation, the user will need to click, "Send invitation to: (email address)."





The user will receive an email similar to the one below, stating the Business the user has been added to and the permission level that was granted.



#### **Update Permissions & Remove Users**

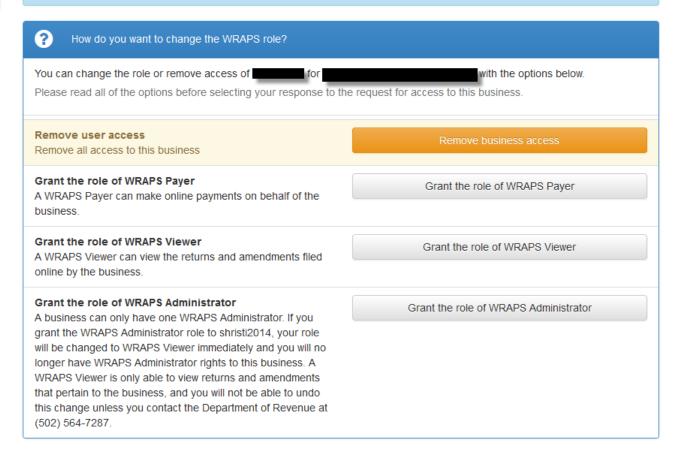
To edit a user's permissions or to remove a user from the Business, the DOR user will need to click on the user name or the role.



The DOR user will then need to choose to "Remove user access" or grant the user with another permission level.

Cancel

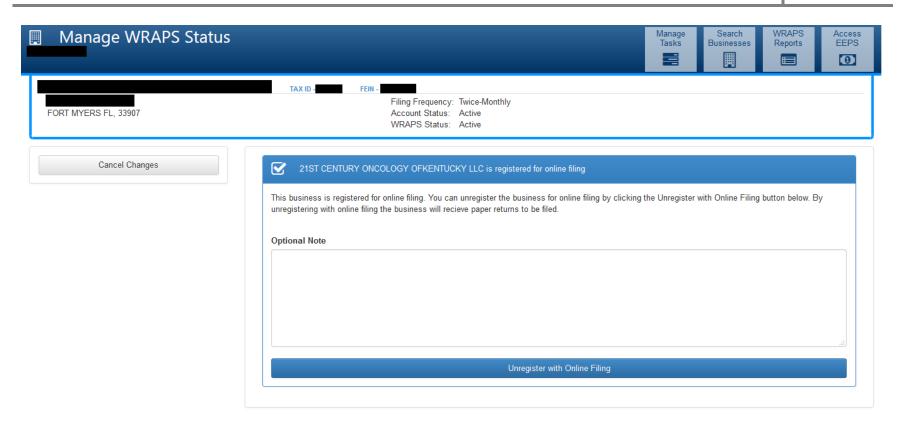




### **WRAPS Status**

To unregister a business from online filing and change the WRAPS status, the user can click the "WRAPS STATUS" button.





### Enable/Disable Period

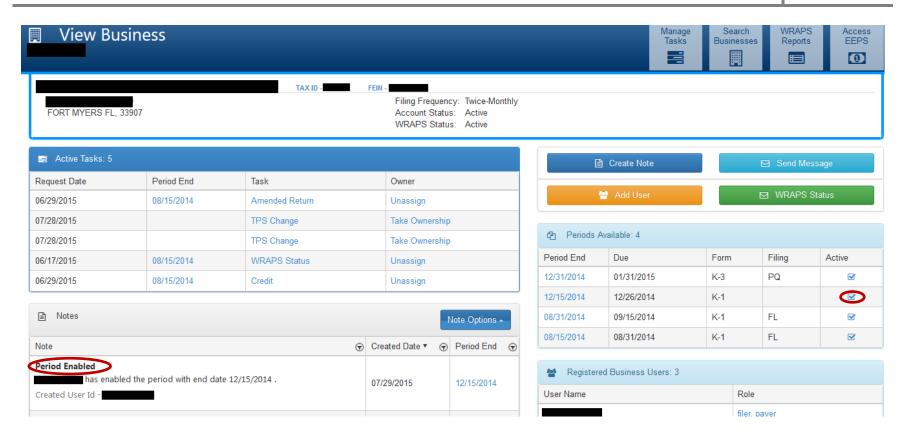
#### **Enable Period.**

To make the period available for filing, the user can check the box as shown below.



Periods Available: 4							
Period End	Due	Form	Filing	Active			
12/31/2014	01/31/2015	K-3	PQ	<b>✓</b>			
12/15/2014	12/26/2014	K-1					
08/31/2014	09/15/2014	K-1	FL	<b>✓</b>			
08/15/2014	08/31/2014	K-1	FL	<b>⋖</b>			

This period is disabled and can be activated by clicking the Enable period button below. **Enable Period Notes** enter your reason for enabling the period ✓ Enable Period Cancel

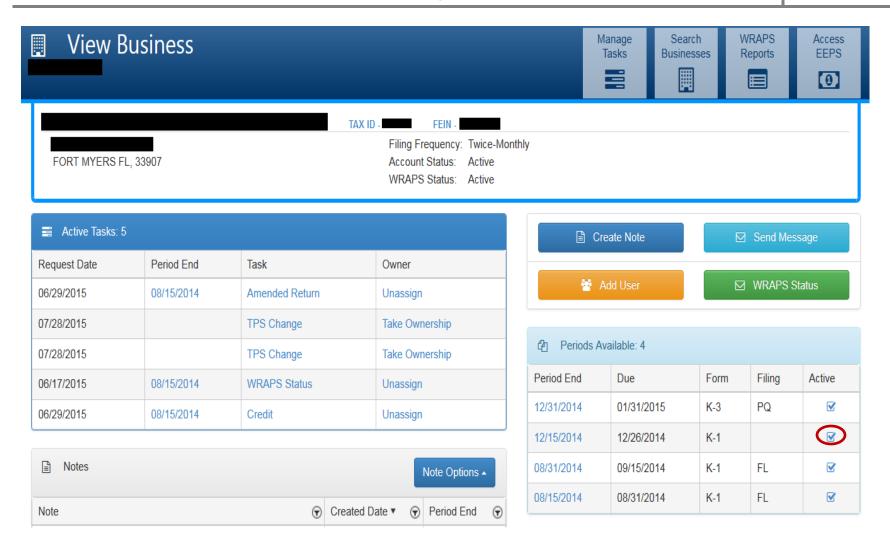


After the user clicks the 'Enable Period', the user can notice that the period is enabled in the 'Notes' tab.

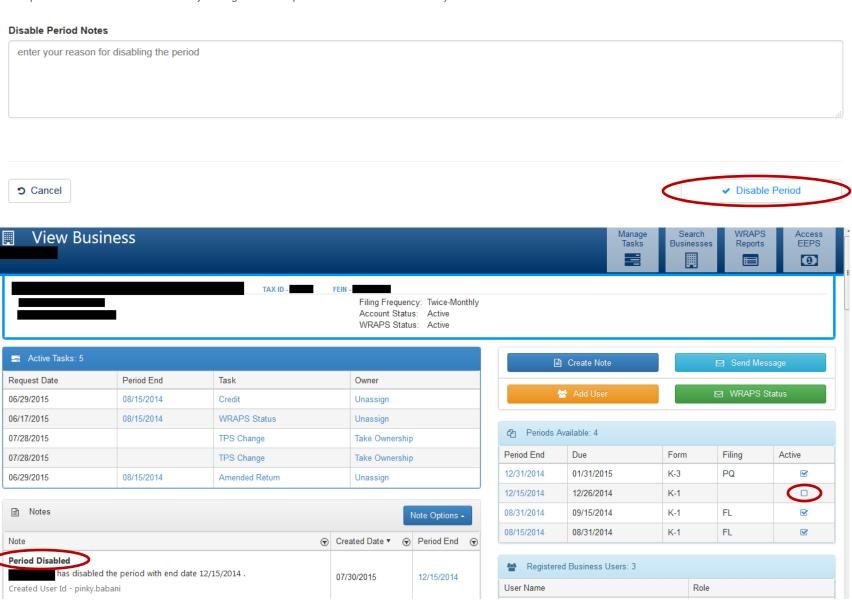
#### Disable Period.

To disable the filing period, the user can uncheck the checkbox as highlighted below.





This period is active and can be disabled by clicking the Disable period button below. Please enter your reason below.

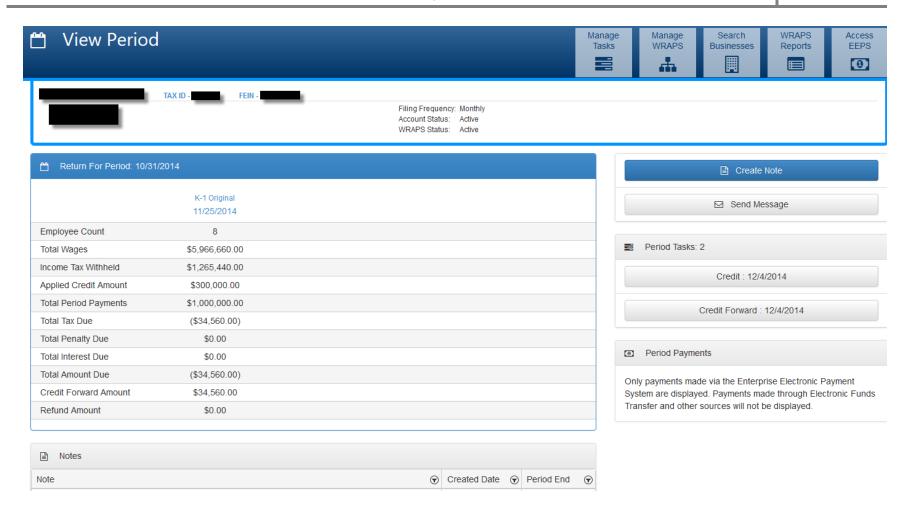


# **Period View**

### **Accessing a Period View in WRAPS**

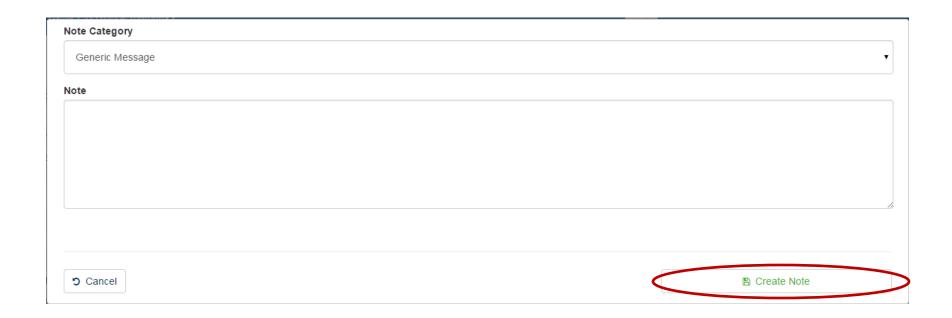
To access a period page in the WRAPS Intranet system, the user will need to click on any Period End Date link. These links can be found in the Task tabs and on the Business View.

The Period View allows the user to do the following: view and work pending tasks for the Period, the option to create a custom note, send a message/email to the users associated with the Business, view all returns (original and amendments) that were filed for the period online and view all notes for the period. The user will also be able to view any payments made for the business using the Enterprise Electronic Payment System (EEPS).



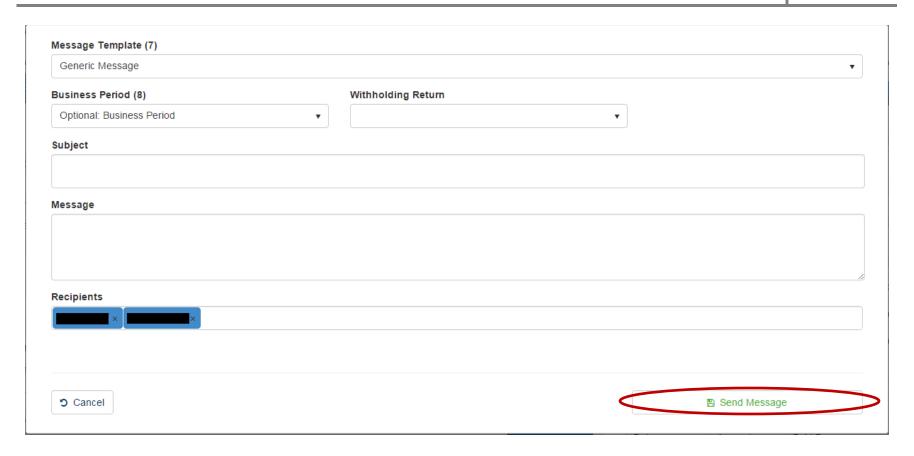
#### **Create Note**

The user has an option to add a custom note by clicking "Create Note" on the Period View page.



# **Send Message**

To send a message to users associated with the account, the user will need to click "Send Message" from the Period View page.



#### **View Return**

To view a filed return, the user will need to access the Period View for the Business and click on the return link in the summary grid.



The user will then be able to see the full return as well as have the option to download the filed return as well as view the Business profile and Period Payments.

